

# **Guidelines on How and Verification of Who is duly Accredited**

Developed to Assist Guides by Adventure Qualifications Network [www.aqn.za.org](http://www.aqn.za.org)

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## **How to be a Tour Guide**

*and*

How not to be ripped off by charlatans pretending to offer National Qualifications

The purpose of this information is to clearly explain the legislative requirements of becoming a tourist guide as well as what to look out for to prevent the many instances of guides being offered qualifications that are not valid.

### **The Law in simple terms:**

Tour Guiding is governed by the Tourism Act no.72 of 1993. This act states that any person or body who wishes to operate as a tourist guide for reward, whether monetary or otherwise, must:

1. Register as a Tourist Guide with the relevant Provincial Registrar.
2. Be in possession of a certificate of competency issued by the South African Qualifications Authority<sup>2</sup>
3. Sign and adhere to the code of conduct and ethics provided by the Provincial registrar.

### **How do I gain a certificate of competency?**

The certificate can be in two formats: 1) National Certificate, or 2) Certificate of Achievement.

Both are issued by the Tourism Hospitality Sport & Recreation Education Training Authority (THETA).

To gain a certificate of competence you will need to be assessed by an accredited and registered

Assessor who is a subject matter expert in the field you wish to guide in. This assessment could include any or all of the following processes:

- Practical assessment
- Theoretical assessment
- The development of a portfolio of evidence

### **How do I know the Assessor is genuine before I hand over my money?**

Assessors must be registered with THETA. You can check this by either phoning THETA on 011

803 6010 or by checking the Assessors list on the THETA website at:

<http://www.theta.org.za/assessment/index.asp?thepage=list.asp>

The Assessor must also be able to show you an Assessors registration number which should be in the following format: “613/A/\*\*\*\*\*/2005” The stars are a unique number to the Assessor. Ask them to show you their letter of scope as well – This will indicate the areas they are permitted to assess. Assessors cannot just assess anything they like, it is strictly controlled.

<sup>1</sup> Provincial Registrars are usually attached to the Provincial Tourism Authority – contact your local authority.

<sup>2</sup> In Tour Guiding this will be issued by THETA

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The Assessors scope letter will be on a THETA letterhead and will have content something like the

following: *(Note this is just a sample)*

The Assessor must also be linked with an Accredited Provider. This is the THETA approved organisation through which the Assessor is permitted to assess.

### **How do I know the Provider is genuine?**

Again check by phoning THETA or checking the following link on the THETA website:

[http://www.theta.org.za/etqa/index.asp?thepage=accredited\\_providers.asp](http://www.theta.org.za/etqa/index.asp?thepage=accredited_providers.asp)

The Provider/Assessor should be able to give you an Accreditation number that looks similar to the following: 613/P/000005/2004.

Use the Providers name to look up confirmation of accreditation on the THETA website.

The next thing you will want to check is if the Provider has the correct scope for the qualification you wish to gain. Do this by asking to see a copy of the Providers Scope

letter. It should look similar to the example on the next page, again on a THETA letterhead:

## **ASSESSOR REGISTRATION**

In terms of the ETQA regulations 11.27 (e), THETA ETQA hereby confirms your registration as an Assessor for the nationally registered unit standards listed below.

### **Name of Qualification/Unit Standard Number of Qualification/Unit Standard NQF Level**

National Certificate: Tourism: Guiding

National Certificate: Tourism: Guiding

Adventure Site Guide – Mountaineering

Adventure Site Guide Mountaineering

Adventure Site Guide - Marine Guiding

Adventure Site Guide - Marine Guiding

17174

20155

TGD/ASGMnt/2/0031

TGD/ASGMnt/4/0038

TGD/ASGMar/4/0041

TGD/ASGMar/2/0042

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Please be advised of the following conditions:

1. Valid registration as a THETA Assessor is from 16 August 2005 until the expiry date of the Qualifications and Unit standards.

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### **Why is this scope so important?**

The scope tells us what the Provider and Assessor may assess. You as the guide must hold an 'Elective' (*your speciality*) that is consistent with the type of guiding you do. For example a guide who has "Culture" as their elective, may not offer "Hiking" trips and visa versa. It is very important that you as the guide hold the appropriate elective for what it is you do. Do not let an assessor tell you it is okay to hold any elective. It's not. Your elective must match what you do. This is just a ploy to try to get your business, don't fall for it as it will cost you more in the future.

### **I cannot find a qualification for what I do?**

Due to the slow process required to get standards registered, and the fact that many new activities are being developed, there are quite a lot of guides for which no elective standards exist yet. However this does not mean you are exempt from the law. All qualifications needed to register as a guide with DEAT have at least one common standard. This is the one titled "8478 Create a guided experience for customers". So even if you do not have an elective available to you yet, you must at least hold this one standard. Provincial Registrars, or, at least the one in KZN does, recognise this problem and will not prosecute you if you have at least done what is available to you. This generic standard is at level 2 and there is a set of generic standards (3) at level 4 for those that prefer.

At present there are the following elective standards available:

#### **SAQA Code**

9284 Conduct a guided mountain walking experience in a limited geographical area

9283 Provide a guided single pitch abseiling experience of less than 60 meters

9282 Provide a guided single pitch abseiling experience of more than 60 meters and less 150 meters

9285 Provide a guided single pitch rock climbing experience

9286 Plan and provide a guided rock climbing experience

9287 Plan and provide a guided canyoneering experience

9288 Plan and conduct a guided mountain walking experience

9289 Plan and conduct a guided mountaineering experience

10189 Conduct a guided fly fishing experience

10191 Conduct an advanced fly fishing experience

11313 Conduct a guided birding experience in a limited geographical area

12122 Provide land based support for a paddling experience

12123 Conduct a placid water guided paddling experience

12124 Conduct a guided paddling experience

12126 Conduct a guided marine environmental experience

### **Confirmation of Provider Accreditation**

In accordance with Regulation 16 of the SAQA Act 58 of 1995, please be advised that '**Providers Name**' has been awarded the status of Provisional Accreditation as a provider for the period 25/05/2004 to 25/05/2006.

'Providers name' has met the requirements to offer the following

**SAQA/THETA ID Title Qualification**

**Type**

**Level Credits Accreditation**

**Type**

TGD/ASGMnt/2/0031 Adventure Site

Guide

Mountaineering

Skills programme 2 40 Assessment

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**How can I confirm I am registered for a learning programme?**

Before you start your actual assessment after you have registered with your assessor, you should have been given a Learner registration number, if not query this with your assessor. The number should be in the format: 613/L/\*\*\*\*\*/2005. Without this number you have not been registered so I would not hand over any money to your assessor till you have been.

**How can I tell if my qualification or the qualification of someone I wish to employ is valid?**

Again simply go to the THETA website at:

<http://www.theta.org.za/etqa/index.asp?thepage=cert/index.asp>

Type in the surname of the person you wish to check and you will see what qualifications that person has and their certificate number.

Be aware though that there is still some backlog in the issuing of certificates so some peoples certificates will not show yet.

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**Okay so I have my certificate of competence, what now?**

Well done. Now you need to register with your Provincial Registrar. To do this you must have the following:

- 1) Fill in an application to be registered as a Tourist Guide. *Forms are available from your registrar or downloadable from [www.aqn.za.org](http://www.aqn.za.org)*
- 2) Submit valid proof of THETA assessment (certificate). *If you have not received your THETA certificate/letter of competence please provide the Registrar with a certificate from your training provider e.g. Alex Educational, Details, NGT, AQN etc. The Registrar will process these documents in the interim and issue ID cards which will be valid until THETA certificates are issued.*
- 3) Submit a copy of your Record of Learning from your assessor indicating clearly the category (Scope) for which you have been assessed e.g. *Site Guide – Mountaineering - Abseiling.*
- 4) Pay R240 (*registration renewable every 2 years*).
- 5) Include 4 passport size, colour photos with your registration.
- 6) Include proof of South African citizenship *i.e. certified copy of a South African ID or a valid*

*residential/work permit.*

7) Include a signed copy of the Tourist Guide Code of Conduct and Ethics.

*Downloadable from*

[www.aqn.za.org](http://www.aqn.za.org)

8) Be at least 21 years of age. *(18 for adventure guides)*

9) Submit a valid First Aid certificate, from an institution recognized by the Department of

Labour *(e.g. Red Cross, St John's, the Fire Brigade etc.)*.

10) Submit a letter of verification from a consulate should you speak a foreign language.

On the following page is a list of the relevant Provincial Registrars.

### **Final Checklist:**

- Have you seen your assessors Theta registration letter and been given their assessors (613/A) registration number?
- Have you received your own Theta (613/L) registration number from your assessor as proof of your registration with Theta?
- Have you checked that your Assessor is linked to an accredited Provider and do you have the Providers (613/P) registration number?
- Have you checked your Assessors and Providers scope is correct for the elective you wish to guide?
- Are you sure your elective (scope) is correct?

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## **PROVINCIAL REGISTRAR'S CONTACT LIST**

**PROVINCE REGISTRAR TELEPHONE FAX POSTAL ADRS EMAIL ADRS**

**NATIONAL Lulamile Stuurman**

(Acting) (012) 310 3587 [LStuurman@deat.gov.za](mailto:LStuurman@deat.gov.za)

Limpopo

**Veronica Rikhotso**

**Moses Ngobeni**

Sonya -

(registrations)

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(015) 293 8510

(015) 293 8341

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Gauteng

**Klaas Skosana**

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Natal

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**Bella Gumede**

George Mosomako  
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Cape

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Linah Maqashu –

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8000

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Northern

Cape **Andries Mokgele** (053) 807 4846 (053) 831 3530 P/BAG X 5017

KIMBERLEY, 8300 [jduze@half.ncape.gov.za](mailto:jduze@half.ncape.gov.za)

Free State **Charles Tshabalala** (051) 400 9582 (051) 400 9590 P/BAG X 20801

BLOEMFONTEIN, 9300 [tshabalalam2000@yahoo.com](mailto:tshabalalam2000@yahoo.com)

## **Underwater and or Shark Dive Guiding** **Details and Suggestions**

*The following NAUI / SSI Certificated Courses are vital for the generic knowledge as a step for assessment to be an Underwater Marine & or Shark Diving Guide:*

- **Shark Diving**
- **Advanced Shark Diving**
- **Marine Environmental**

*THETA/SAQA National Qualifications Assessment to qualify you as an:*

- ***Underwater Marine & or Shark Diving Guide***
- ***Assessment Provider through AQNcc***

### **ASSESSMENT PREPARATION for:** **Unit Std. TG38 Underwater Marine Guide and or Shark** **Diving Guide &** **Statutory Unit Std. TG01: “Create a Guided Experience** **for Customers”**

Those who apply to be assessed, knowing they have the generic knowledge for an underwater marine guiding and or shark diving guiding will need to:

- Register via Andy Cobb Eco Diving for National Qualifications assessment, as an underwater marine guide or shark diving guide.
- Provide a fully annotated Portfolio of Evidence to be used for recognition of prior learning (RPL)
- Supply a completed assignment for Unit Standard TG01.
- Sit the appropriate generic exam and pass with 80%.

This sets two paths:

1. Pass generic exam with over 80% and continue on to the practical assessment. Being an adult educational-programme, coaching is permitted to achieve the final 100% pass mark.
2. An initial mark of less than 80% will require the learner to undergo training leading to a full assessment. Training can be done with any trainer of your choice.

# **1. TRAINING PREPARATION for ASSESSMENT Unit Std. TG38 Underwater Marine Guide and or Shark Diving Guide”**

Those who apply to be an underwater marine guide and or shark diving guiding will need to:

- Register via Andy Cobb Eco Diving with AQN the Provider, as an underwater marine guide or shark diving guide.
- Provide a fully accredited and verified record of prior learning (RPL)
- Supply a completed plan for a “Guided Experience for Customers”, as per Unit Standards TG01.

## **TRAINING**

### **Options;**

- Complete the requirements for a “Guided Experience for Customers”, as per Unit Standards TG01.
- Underwater marine guiding Unit Std. TG38.
  1. 6-hours lectures with power point
  2. 3-dives for practical assessment.
  3. Simulated exercises
  4. Role Plays.
  5. Sign codes of conduct
  6. Familiarise with images for assessment
- Shark dive guiding unit Std. TG38.
  1. 6-hours lectures with power point
  2. 3-dives for practical assessment.
  3. Simulated exercises
  4. Role Plays
  5. Sign codes of conduct
  6. Familiarise with images for assessment
- Sit the appropriate generic exam and pass with 100%.

## **ASSESSMENT**

1. Pass the final exam will require 100%. Being an adult programme coaching is permitted.
2. Fail the exam will require to a repeat till 100% achieved
3. Practical assessment where "not yet competent" will need to be repeated until "competent".

Full assessment final cost R1500

## ***Statutory Unit Std. TGOI to “Create a Guided Experience for Customers”***

**This is a major assignment and it is expected that you will put a lot of effort into it. Rushed work not properly researched will not be accepted and the information is to be delivered in a neat easily readable manner that has been well thought out and presented in logical format.**

For this assignment you are to research your designated Guiding environment. That is, the area within which you will travel with your clients. If you are unsure of any of this please ask your trainer to discuss and guide you on this projects scope.

This assignment may be presented in any format you wish. The assignment should relate to one trip planned by you, and any work presented should be something that you could use for your own company. Don't do planning you would never use. Use this as a possible real trip you could market for your company.

- The assignment must include the following:
- Describe the trip, geological formations if applicable, vegetation types, access restrictions.
- Provide maps that you have produced of the area/trip and its surrounds detailing points of interest.
- Identify the type of person who would use the trip. (Client profile).
- Identify sites that may be of interest to visitors that are easily accessed on foot or in the visitor's own car in the immediate area. (Half to one hour drive limit) Describe alternative venues or attractions to compensate for closures or cancellations of your guided operation. Describe supplementary attractions to enhance your guided itinerary.
- Conduct research into aspects of local history and culture that are especially significant integrating these into the wider historical context where relevant. What can you tell clients about the history or first explorers in this area?
- Detail appropriate behavior based on protocol at the site & personal security advice in the areas visited.
- Draw up a detailed itinerary for your activity for a tour lasting one full day, or multi day should you prefer.
- Describe how you will find out your clients needs and limitations before running this activity. Show the actual means you will use. (Questions, forms etc)
- Produce some sort of advert for your activity chosen above. This must be of good quality and suitable for public use.
- Detail the administration required for this activity.
  1. Indemnities
  2. application forms
  3. feedback forms

4. Kit lists for the individual and group
- Present examples of these with your assignment. They must be good quality and suitable for actual use.
  - Include a brief on the weather that can be generally expected on the trip and include the predicted weather for the trip. (You choose simulated dates for the trip)
  - Detail any catering arrangements, including menu, quantities etc.
  - Detail any other technical support needed such as drivers, cooks etc if applicable
  - Cost this activity detailing
    1. The cost to the client
    2. The various costs to yourself
    3. The profit you will make
  - - Detail the Health and Safety requirements for this activity.

This process leads to a qualification. Once assessed and deemed competent, the originals of all documents of assessment and fully annotated RPL's will be moderated by AQNcc and if competent will be forwarded to THETA for verification.